

SPECIFICS OF THE COMPLAINT

Who?

- Who are the persons involved, including the complainant / reporter, any witnesses, any children injured, staff at the facility who were involved in the incident or who may have knowledge of it?
- If names are unavailable, what did the person look like?
- How can the licensing representative contact these people? (addresses, telephone numbers, places of employment, etc)
- Does the complainant / reporter (person making the complaint/report) know of anyone else who might have knowledge of the same or a similar incident?
- What is the complainant's / reporter's relationship to the provider? Are they an employee? A former employee? Volunteer? Parent?
- How does the complainant / reporter know what has occurred?
- What are the ages or dates of birth of any children involved?

What?

- Specifically, what occurred?
- What does the complainant / reporter think is being violated?
- What is the severity of the injuries sustained?
- What is the condition of the other children in care?

When?

- When did the incident occur? (Be as specific as possible)
- If it has been recurring, when and how often has it been observed?
- Was there anything special about the day involved (such as a school holiday, teacher work day and so on?)

Where?

- Where did the incident occur? Outside the facility? Inside the facility?
- What was the address of the facility?
- What room/area did the event occur?

Why?

- What caused the incident?
- Was a staff member sick?
- Was it an emotional outburst or premeditated?

How?

- Specifically, how did the incident occur? What was the sequence of events? What things or instruments were used?
- How often has it occurred?
- How does the complainant / reporter know that it has occurred?